

**MONTGOMERY COUNTY GOVERNMENT
ROCKVILLE, MARYLAND
CLASS SPECIFICATION**

**Code No. 000837
Grade 18**

PROGRAM SPECIALIST I

DEFINITION OF CLASS:

This is program management support work carrying out assignments in operational programs requiring knowledge of program issues to perform recurring assignments involving standard principles and practices. The majority of contacts are with employees in the same or other departments and agencies of the County Government, State and Federal agencies, non-profit and private sector organizations. The purposes of the contacts, which generally are of a cooperative nature with both parties working toward mutual goals, are for coordinating or resolving program operating problems and/or for providing technical or subject-matter information. While this class of work involves employees talking with various members of the public, the provision of direct public service or assistance on a sustained basis is not a predominant characteristic of the class.

An employee in this class utilizes knowledge of program management support and program subject matter principles, techniques, functions, regulations and procedures in carrying out a variety of standard assignments within a defined area of one or more programs. Assignments may also require knowledge of and skill in using computer and automated office technology. Some recurring contract monitoring responsibilities may be assigned to positions in this class appropriate to the level and type of other duties assigned. The employee independently plans and carries out the precedented aspects of program implementation, and resolves problems and deviations in accordance with policies and program practices. The supervisor reviews methods and approaches used in carrying out the program for conformance to policy and established requirements. Specific procedures and regulations are available in carrying out program activities. The employee uses judgment in locating, selecting and applying the appropriate guidelines, references and procedures to respond to specific situations and may determine which of several alternative courses of action to use. Significant, proposed deviations or situations to which existing guidelines cannot be applied typically are referred to a supervisor for assistance. The work involves a range of recurring problems and issues requiring the employee to decide on a course of action by referring to existing regulations or procedures. Decisions involve conditions and factors that must be identified and analyzed to determine relationships with existing criteria. Work output affects the social, physical or economic wellbeing of program participants or recipients of services. The work is primarily sedentary, is performed in an office environment and presents no significant hazards. Employees may have supervisory responsibilities; however, this is atypical of the class.

(NOTE: The occupational field of program management work involves directing or carrying out assignments in one or more programs or management staff functions that are directly related to the agency's mission of providing services to County residents. This field of work is distinguished from management support functions such as personnel, budgeting or other administrative type tasks which are designed to facilitate the activities of other employees providing direct services. Program management work consists of three distinct but interrelated functions: 1) determining what to do and deciding how and when to do it; 2) carrying out or overseeing the accomplishment of the work to achieve established

objectives; and 3) evaluating the effectiveness of the activities carried out. Depending on the nature and level of the individual position, one or more of these functions may be assigned.)

EXAMPLES OF DUTIES: (Illustrative Only)

- Administers a client assistance program by overseeing the resolution of complaints and provision of help and referral in such areas as employment, economic development, child care, consumer affairs, health, and other service functions.
- Provides support for and liaison with various citizens' committees, community groups, and advisory councils including preparation of meeting summaries, identification of issues requiring further action, and ensuring that requests from the public are handled in a timely and effective manner.
- Develops and maintains current listing of specific resource services available for individuals in target population.
- Provides program support by establishing and maintaining mechanisms/data bases to track program activity; generate reports; process data, billings, and payment vouchers; verify data or identify inaccuracies in data; and monitor changing trends and patterns.
- Cooperates with private sector and governmental organizations that employ or deal with the working poor, refugees, and other ethnic communities by referring these and other target populations to the appropriate County program.
- Monitors specific or selected aspects of contracts and makes recommendations on the acceptability of program services; serves as liaison between contractor and user agency by receiving complaints and resolving problems concerning contract performance or costs.
- Determines client eligibility for program service based on a review of application with supporting documentation, program regulations and guidelines and verification of data provided by applicant.
- Drafts and oversees distribution of program promotional materials including public service announcements to local newspapers, special correspondence to employers, and meeting with potential program participants to encourage enrollment.
- Prepares workload surveys and recommends changes in work distribution, assignment of functions, and other related matters.
- Recruits, screens, trains, schedules, supervises, and evaluates program volunteers and student interns.
- Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of the program area relating to the department/agency to which the position is assigned.
- General understanding of applicable County, State, and/or Federal regulations and procedures, as required.
- Knowledge of contract development, administration and monitoring, as required.
- Ability to prepare, interpret, and evaluate program proposals and modifications.
- Ability to communicate effectively both orally and in writing.
- Ability to deal tactfully, effectively and equitably with people.
- Ability to attend meetings or perform work at locations outside the office if necessary.

MINIMUM QUALIFICATIONS:

Experience: One (1) year of professional experience in a program/specialization area directly related to the assignment of the position.

Education: Graduation from an accredited college or university with a Bachelor's Degree. (Note: For positions in the DHHS' Child Care Resource & Referral Center Program: Graduation from an accredited college or university with a Bachelor's Degree in an Early Childhood Education or related field and completion of at least one course in Child development and one course in Curriculum development. No substitution is allowed).

Equivalency: An equivalent combination of education and experience may be substituted.

PROBATIONARY PERIOD:

Individuals appointed to a position in this class will be required to serve a probationary period of six (6) months, during which time performance will be carefully evaluated. Continuation in this class will be contingent upon successful completion of the probationary period.

LICENSE:

- Possession and maintenance at all times of a valid Class "C" (or equivalent) driver's license from the applicant's state of residence when required for job-related duties.
- Positions assigned to the Abandoned Vehicle Program require possession and maintenance at all times of a valid Commercial Driver's License (CDL).

MEDICAL EXAM PROTOCOL: Medical History Review.

NOTE: Medical Protocol may vary according to assignment as follows:

- (1) If assigned to Transit Services Safety & Training – Core Exam with a Drug/Alcohol Screen.
 - (2) If assigned to program with direct service to vulnerable populations or with communicable disease exposure – Limited Core Exam with a Drug/Alcohol Screen.
 - (3) If assigned to the Abandoned Vehicle Program – Core Exam with a Drug/Alcohol Screen.
- Call OMS for clarification when assignment is known.

Class Established: May, 1977

Revised: March, 1978

October, 1979

March, 1988

July, 1989

September, 1990

Classification Study: April 1995 (M)

October, 2007

April, 2008

August, 2013

September, 2014

January, 2017